

JOB TITLE: PROGRAMS & OPERATIONS MANAGER (1)

Department: Programs & Operations		Based in: Rhino Camp, YSAT HQ	Open Date: 23 May 2025
Grade: Y 1.3		Reports To: Executive Director	End Date: 6 th June 2025
Expected Start Date: As Soon As Possible		Contract Length: 12 Months With Possibility Of Extension	
		Staff Reporting To This Role: Project Managers, MEAL, BD	

SAFEGUARDING:

YSAT is committed to **Zero Tolerance** for **Fraud, Sexual Exploitation and Abuse (SEA), Child abuse** while providing Humanitarian Response, No Applicant should be required to pay for our services including application for job opportunity, please report any suspected misconduct to: complaintsfeedback@youthsat.org

Youth Social Advocacy Team (YSAT) is a refugee-led non-profit, non-governmental Organization whose core mandate is supporting conflict affected youth by tackling barriers to accessing quality education, sustainable Livelihoods and addressing root causes of violent conflicts for refugees and vulnerable host communities in displaced settings.

YSAT is legally registered to operate in Uganda with the National Bureau for Non -Governmental Organizations Reg. **MIA/NB/2020/10/4213** as a Regional NGO. YSAT works in 5 refugee settlements in West Nile implementing projects in Protection, Food Security and Livelihoods, Education, Environment & Energy, Evidence -based research and Advocacy .

WORKING ENVIRONMENT:

YSAT works in remote refugee hosting areas in Uganda with 3 field offices, 5 refugee settlements, approximately 58 staff and expenditure of 1.5 million USD / anum. The staff will be based in Rhino Camp, YSAT HQ during working days returning to town on Fridays. This role includes possibility of traveling to other YSAT field offices in Imvepi, Adjumani, Palabek, Arua, Kampala (urban) and soon Yumbe, Palorinya, Koboko, Kiryandongo and Kyaka II

ROLE PURPOSE:

The Programs & Operations Manager (POM) is a member of the Senior Management Team (SMT) at YSAT Uganda. The POM will oversee the Programs and Operations portfolio managing day-to-day programs, operations, overseeing the timely, and impeccable implementation of all projects and programs within the terms of partnership agreements and project documents. These include, URRI, DANIDA SPII, Bridge YAW, INSPIRE, Design for Second Life Innovations, GFS, AYP, Environment & Energy, and prospective projects. The POM will also actively participate in developing fundraising strategies and identifying potential donors.

The POM will perform the following key functions:

- Ensure effective oversight of all programs.
- Ensure program quality through implementation of project review systems, comprehensive M&E systems and capacity building for staff
- Support program staff to use appropriate project management tools to plan, review and track progress on project implementation.
- Work with program staff to ensure that all documents (program plans, proposals and reports) are of the highest quality and delivered in a timely manner.
- Actively participate as a member of the Senior Management Team (SMT) and contribute to Strategic Planning.
- Maintain strong partner relations and lead the identification of diverse and new potential partners as well take a key role in writing proposals.

Relationship with the Board of Directors: The POM will relate closely with the board through the Executive Director. S/he will advise the Board on all aspects of program implementation.

Reporting: The Director of Programs will be supervised by the Executive Director.

The POM will directly work with the Executive Director on issues of strategic direction, growth and strengthening of programs at YSAT.

Supervision: The POM will supervise all the Managers for FSL, Education, Protection, Environment & Energy, AAP and all other Projects.

KEY RESULT AREAS:**1.0 Strategic Program Development and Management:**

- 1.1 Develop and oversee the implementation of an annual Programs Strategy in line with the Organization Strategic Plan.
- 1.2 Develop timely and effective program plans; ensure quality and timely implementation
- 1.3. Review and ensure alignment of program priorities, strategies and plans to YSAT Strategic Plan 2026 -20230
- 1.4 Engage and regularly update donors and stake holders on implementation
- 1.5 Ensure effective planning and budgeting for all projects. Participate in the annual budget process, leading on the program budget process, and provide ongoing oversight of program budgets.
- 1.6 Support in the design and implementation of a coherent NGO structure that delivers program operations in field offices.
- 1.7 Ensure that all interventions are implemented in line with humanitarian principles and standards.

2.0 Fundraising, Networking and Donor Relationship/Partnership Management

- 2.1 Support Director in developing and managing relationships with partners/donors and other potential partners/donors.
- 2.2 Identify potential funding opportunities and develop quality grant proposals including advising the Executive Director on effective fundraising strategies.
- 2.3 Initiate and nurture networks and alliances with academia and research institutions
- 2.4 Nurture and ensure effective partnerships in line with YSAT's vision, mission and values and long term strategic plan.
- 2.5 Strengthen YSAT's relationships with relevant line Ministries, donors, and partners, through regular meetings, consultations, and updates on YSATs programs.

3.0 Program Reviews, Monitoring, Evaluation, Reporting and Learning

- 3.1 Manage and implement quality programs by ensuring that they are delivered within time, cost; and they achieve set objectives and responsive to critical needs as well as in line with the principles, values and strategic plan of YSAT and adhere to donor and other compliance requirements.
- 3.2 Ensure effective monitoring of all program activities to ensure all is on track.
- 3.3 Ensure monthly program reviews are conducted and recommendations implemented.
- 3.4 Ensure quality and timely submission of all reports.
- 3.5 Conduct extensive reviews/edits on all programme reports, briefs, and presentations, ensuring quality and correctness before dissemination or their usage.
- 3.6 Ensure compliance to approved Program and Project plans and timely funds disbursement and implementation of approved activities of the period/quarter.
- 3.7 Promote evidence-based learning/decision making through conducting assessments/studies and ensuring dissemination of the findings to key stakeholders.
- 3.8 Track trends in contemporary humanitarian and or development programming and program management practices, document and provide advice/ recommendations on key developments to SMT.
- 3.9 Closely work with MEAL department to ensure that adequate program performance and measurement tools and processes are in place, implemented and enable ongoing learning and improvements.
- 3.10 Ensure monthly fora for effective learning, sharing, and innovation, through reflection meetings.

4.0 Governance and Board Relations

- 4.1 Prepare and present Quarterly Program reports to the Executive Director & Board.
- 4.2 Participate in the induction of Board members in their Program oversight roles.
- 4.3 Provide periodic input and advice at board meetings on matters relating to Programs.
- 4.4 Oversee the implementation of Board Program resolutions.

5.0 Human Resource Management

- 5.1 Regularly advise HRO to review and update all Program Staff job descriptions based on the structure of the Program.
- 5.2 Set realistic and relevant performance indicators for the programs department.
- 5.3 Review and provide timely approval of work plans in the Programs department.
- 5.4 Conduct quarterly and annual appraisals for the Project Managers performance.
- 5.5 Recommend necessary trainings for the department's staff development
- 5.6 Participate in interviews for key senior positions.

6.0 Program Risk and Financial Management

- 6.1 Take lead in implementing the business continuity policy; periodically review and disseminate it.
- 6.2 Takes lead in budget development, audits, and the monitoring of financial operations of programs.
- 6.3 Ensure proper budget monitoring and management by ensuring project budgets are managed within the approved timelines by regularly reviewing and analysing the BVA.
- 6.4 Identify and respond to risks/other challenges; inform SMT of potential risks relating to implementing the Strategic Plan.
- 6.5 Conducts and communicates periodic program risk assessments and proposes mitigation actions to management

7.0 Safeguarding and child protection

- 7.1 Coordinate the implementation of safeguarding and child protection guidelines in all programs.
- 7.2 Oversee capacity building and awareness raising sessions on safeguarding; Ensure all action points are implemented
- 7.3 Ensure timely and quality safeguarding reports are prepared/submitted to the SMT team, Director/Board and others
- 7.4 Enable and support the different departments at YSAT to deliver on their safeguarding responsibilities.
- 7.5 Ensure that policies/procedures/tools on Safeguarding and child protection are implemented effectively in.
- 7.6 Oversee the investigation of cases; continuously review procedures for reporting and investigating suspected cases of sexual abuse and exploitation; ensure that the procedures are aligned to the PSEA policy and Ugandan laws; continuously assess and ensure compliance to the safeguarding policy.

7.7 Report any PSEA/Safeguarding concerns to the Director; coordinate with external stakeholders on Safeguarding matters

8.0 Youth Engagement and Skilling

8.1 Support the implementation of YSAT's skills development interventions for youth.

8.2 Monitor implementation of program strategies and consistently review their effectiveness in achieving inclusion for youth.

9.0 Gender Mainstreaming and Disability Inclusion

9.1 Provide guidance in mainstreaming of gender and disability programming both at national and project level planning and operations in line with YSAT Vision and strategic direction.

9.2 Provide technical support to ensure gender and disability inclusive programming.

9.3 Develop indicators and track progress towards gender and disability inclusion.

9.4 Ensure that projects are designed to embrace gender and disability inclusive outcomes.

10. Representation

10.1 Represent the organization in various program-related knowledge sharing and learning forums, document and share feedback with the team

10.2 Effectively represent YSAT in other NGO and INGO forums, meetings and events.

Key Performance Indicators

The success of this role will be measured by the following key result areas:

- a) Strategic plans and budgets for all programs developed and implemented to the highest standards
- b) Program priorities, strategies and plans realigned to YSAT Strategic Plan
- c) Providing leadership resulting in robust strategy development, program management and high-quality implementation across all project locations.
- d) Programs delivered on time, cost and achieve set objectives.
- e) Approved Programs work plans
- f) Program and Project plans funds disbursed on time and activities implemented as per the plans.
- g) Mentorship and effective management of programs team.
- h) Building and sustaining strong relationships with donors and key stakeholders.
- i) Working with fundraising teams to develop proposals to attract funding for YSAT Uganda's expansion and growth. Proposals submitted and their success rate.
- j) Building and executing YSAT programs and projects in alignment with our strategic plan, theory of change, and approved Annual operational plan
- k) Program reports presented to the Board Quarterly and Annually.
- l) Safeguarding and child protection guidelines, policies and tools developed; reports prepared and submitted.
- m) Gender and disability programming mainstreamed in YSAT programs and projects including development of relevant policies.

Required Competencies

The POM will uphold the following competencies:

- Strong analytical, written, and verbal skills with ability to write clear and well-argued assessment and project reports.
- Ability and willingness to work under pressure to meet demanding deadlines.
- Proven ability to manage and lead teams in multiple locations in Uganda
- Commitment to, thorough understanding of, and able to train and mentor staff in participation and accountability approaches; Experience of senior level representation in developing and negotiating successful partnerships with institutional donors.
- Demonstrated ability to appropriately handle stress and conflict
- Results-oriented, quick and sound judgement, problem solving approach.
- High level of integrity, accountability, and responsibility.
- Politically astute, with a good understanding of key partners, the country's development context and guiding strategic priorities in education, Protection, FSL, Environment/Energy

Knowledge of;

- Humanitarian standards and principles; Humanitarian response, transitional and
- development program concepts, policies, frameworks, standards and strategies.
- Advocacy, capacity building, learning and development and understanding of how to
- enhance organizational learning

- Working with donors and partners.
- Safeguarding/PSEA, child protection and gender mainstreaming,
- Developing program budgets

Skills and experience we are seeking:

- The Ideal candidate must possess either Bachelor or a Master's degree in International Development, Development Studies, Education or related fields.
- Minimum of 4 years' senior program management experience in humanitarian response context
- Excellent conceptual and analytical skills, effective negotiator, with the ability to positively influence cross departmental and cross sectoral working relationship.
- Strong skills and expertise in operational planning, financial and budget management as well as people management.
- Strong leadership skills, proven experience in strategic planning, overseeing large programs and ability to effect and manage change effectively.
- Proficient in developing project-level Theories of Change, results frameworks, M&E systems.
- Demonstrated experience in program design, planning and implementation, including proposal writing and budgeting.
- Excellent communication, presentation, and inter-personal skills
- Experience working with donors including UNHCR, DANIDA, MOFA, GAC and foundations.
- Experience working and coordinating interventions with diverse I/NGOs, Partners and Government agencies.
- Commitment to YSAT's policies and experience of promoting access to Education, livelihoods and protection services for Refugees and People affected by conflict.
- Ability to adjust to constantly changing situations while maintaining focus on delivery and follow-through.
- Strong analytical and conceptual thinking skills; able to understand complex issues and translate them into simple, workable actions and plans.
- Proficiency with softwares and Microsoft Office including Word, Excel, PowerPoint and Outlook.
- Demonstrated ability to communicate and collaborate with individuals and teams at all levels.

APPLICATION PROCESS:

Submit your soft copy application, an updated Curriculum Vitae/Resume with copies of your academic documents **ELECTRONICALLY** to **Head of HR – People & Culture** hr@youthsat.org copying youthsat2017@gmail.com **Hard copy applications** and CVs/Resume can also be delivered from **Monday – Thursday from 10 AM - 4P** to; Rhino Camp Head Office – Ocea, Adjumani Field Office in Pakelle or Imvepi Field Office – Base Camp **Deadline for receiving applications 30th Day of May 2025 at 4:00 PM EAT**

YSAT is an equal opportunity Employer, guided by our Diversity Principle and Core Values, we don't discriminate on gender, ethnicity, religion, geographical background, or political affiliation. This position is open to both **Refugees**, and Ugandan Nationals and preferably those with experience working in Ugandan context. **Qualified female candidates are a High Priority!**

Child Safeguarding:

We need to keep children safe so our selection process, which includes rigorous background checks, reflects our commitment to the protection of children, Youth and vulnerable adults from all forms of abuse.

Health and Safety

The role holder is required to carry out the duties in accordance with SCI Health and Safety policies and procedures.

Please note:

1. only selected applicants will be contacted to take part in the next steps of the recruitment process. No confirmation of receipt of your application will be provided.
2. **Due to the urgency in filling the position, applications may be reviewed and processed before the deadline**
3. Submitted copies of academic documents will **NOT** be returned to the applicant after review

JD written by: Head of HR – People and Culture

Date: 20th May 2025

JD agreed by: Head of Finance

Date: 21st May 2025

JD Approved by: Executive Director

Date: 23rd May 2025

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